

State of Montana Information Technology Managers Council (ITMC)
Minutes
May 3, 2017
8:30 AM
DEQ, Room 111

Members Present:

Ronald Baldwin, State CIO/SITSD
Sky Foster – Chair, ARG
Tim Bottenfield, DOR
Dan Chelini, DEQ
Stuart Fuller, DPHHS
Cheryl Grey, Administration/SABHRS
Larry Krause, DOC
John Noble, TRS
Angie Riley, MPERA
Manuel Soto, OPI

Jon Straughn, Corrections
Eric Tarr, DLI
☞ Kyle Belcher, OPD
☞ Kellee English, SOS
☞ Glynis Gibson, SAO
☞ Mandi Hinman, PSC
☞ Matt Jackson, GOV
☞ Jerry Kozak, MBCC
☞ Stacy Ripple, MSF
☞ Kreh Germaine – Vice-Chair, DNRC

Staff Present:

Wendy Jackson, Jennifer Schofield, Sarah Mitchell

Guests Present: Jerry Marks, Lynne Pizzini, Christie McDowell, Dustin Ostberg, Joe Frohlich, Irv Vavruska, Audrey Hinman, Maria Orms, Tami Gunlock, Linda Kirkland, Christie Magill, Brad Bentley, Adam Kepczak, Justin Hill, Bryan Shaw, Chris Gleason, Tom Marino, Becki Kolenberg, Veronica Lamka, Chris Hope, Matt Van Syckle, Casey Balcerzak, Elle Arredondo

☞ **Real-time Communication:** Kimberly Warren, Mike Allen, Jack Marks, Alan Grover, Maryann Costello, Anne Kane, Dan Andresen, Amanda Sayler, Beth Stephenson, Jessica Plunkett, Randy Haefka, Cyndie Lockett, Robert Cash, Cheryl Pesta, Rawlin Richardson, Channah Wells, Rawlin Richardson, Edward Sivils, Suzi Kruger, Sue Leferink, Sean Rivera, Michael Jares, James Thomas, Miki Cestnik, Mike Cochrane, Maryann Costello, Mike Murray, Mick Peterson, Michael Sweeney, Dave Johnson, Peder Cannon, Dawn Anderson, Phillip English, Dave Danicich, Darrin McLean, Dan Olson, Danny Straw, David Swenson, Theresa Bousliman, George Parisot, Tim Kosena, Greg Thomas, Troy Thompson, Judy Kelly, Jerri Lake, John Levick, Tami Gunlock, Edwina Morrison

Welcome

Sky Foster welcomed the council to the May 3, 2017 Information Technology Managers Council (ITMC) meeting. All members and guests were introduced.

Mr. Foster stated that Mark Van Alstyne has resigned his position. This resignation will result in a vacancy to the ITMC executive council. ITMC is working with Department of Administration (DOA) Director Lewis to fill the vacancy. Mr. Foster thanked Mr. Van Alstyne for his service and support to the ITMC.

Minutes

Motion: Tim Bottenfield made a motion to approve the April 5, 2017 minutes. Dan Chelini seconded the motion. Motion carried.

CIO Update

Ron Baldwin gave a brief update on the 2017 Legislative session. Mr. Baldwin commented the State Information Technology Services Division (SITSD) budget has been reduced by 2% to accommodate vacancy savings. Oracle funds have been restored. SITSD has recalculated rates to reflect these changes.

Tami Gunlock stated that the revised rates for Fiscal Year (FY) 2019 biennium are located at <http://encompass.mt.gov/>. Agencies can subtotal categories for their SITSD budget within the Encompass Budgeting Agency Interface located at <http://encompass.mt.gov/budget/agency/web/BudgetDetail>.

Action Item: Sam Cooley will e-mail agencies the 2019 Biennium SITSD Budgets by May 8, 2017.

Action Item: CIO Support Staff will post an informational sheet regarding Encompass Budgeting to the ITMC website located at <https://sitsd.mt.gov/Governance/Boards-Councils/IT-Managers-Council>.

Mr. Baldwin stated a contract has been signed between SITSD and Microsoft to establish a three-year Enterprise Agreement which will align with the state's FYs. The effective date for this contract is June 1, 2017. The Microsoft Enterprise Agreement (EA) is comprised of named user license, which is helpful for compliance. Matt Van Syckle mentioned SITSD has moved forward with SPEE3 licensing. Advanced threat protection for O365 Exchange license was added to perform analysis of emails and attachments regarding potential threats. Additional information and testing will be available prior to roll-out.

Mr. Baldwin reviewed highlights from the National Association of State Chief Information Officers (NASCIO) mid-year conference. First Responder Network Authority (FirstNet) has partnered with AT&T to deploy the nationwide public safety broadband network. State plans are currently being drafted.

Mr. Baldwin noted Social Security Administration (SSA) is reconsidering the use of Social Security numbers as a form of national identification. Each year, states perform 1 billion queries against the SSA database.

Business

State of Montana Project Management Advisory Workgroup (SMPMAW)

Mr. Baldwin stated the SMPMAW's Mission Statement, Objectives, and Roles and Responsibilities have been revised. This document is located at <https://sitsd.mt.gov/Governance/Boards-Councils/IT-Managers-Council>. Mr. Baldwin is currently researching methods utilized by other states to operate their Project Management Office (PMO).

Motion: Stuart Fuller moved to approve the SMPMAW Mission Statement, Objectives, and Roles and Responsibilities. Angie Riley seconded the motion. Motion carried.

Review and Approve Information Technology Managers Council (ITMC) Operating Procedures

Jennifer Schofield reviewed ITMC's current Operating Procedures. Ms. Schofield noted the Governor's Office requires a biennial election of ITMC council members. Current council members will remain on the council until 2018. In March, 2018, the voting process will be reinitiated. Ms. Schofield noted ITMC's Operating Procedures were realigned to match biennial renewals of council members. The revised document is located at <https://sitsd.mt.gov/Governance/Boards-Councils/IT-Managers-Council>. These procedures will be reviewed biennially. Ms. Schofield noted a quorum for voting council members is five.

Motion: Angie Riley moved to approve ITMC's Operating Procedures. Eric Tarr seconded the motion. Motion carried.

2016 Montana Government IT (Information Technology) Conference Survey Results

Ms. Schofield reviewed feedback received by CIO Support Staff concerning the 2016 IT Conference. Survey results indicate the need for more developed, technical-driven sessions. Additional feedback suggested the IT conference should be less SITSD-centric.

SITSD is seeking presenters throughout Montana State Departments to offer their expertise at the 2017 IT Conference. A steering committee has been created to develop sessions. Mr. Baldwin shared that SITSD will continue to reach out to vendors for the 2017 IT Conference.

If you are interested in joining the steering committee or have suggestions regarding the 2018 IT Conference, please contact Ms. Schofield at JSchofield@mt.gov.

Windows 10 and Office 365 (O365) Rollout Discussion

Mr. Foster suggested creating a workgroup to review Best Practices for the O365 rollout. The Department of Agriculture (AGR) has deployed O365 to 10 users. AGR plans to have O365 completely deployed by May, 2017. Mr. Tarr noted the Department of Labor (DLI) is working on rolling out Windows 10 by August, 2017. DLI is performing their Windows 10, OneDrive, and O365 rollout in phases. Jon Straughn commented the Department of Corrections (Corrections) is fully deployed with O365. Corrections is coordinating the move from

G-Drive to OneDrive. Chris Gleason noted the Department of Health and Human Services (DPHHS) is working on Active Directory (AD) migration. When DPHHS completes the AD migration, O365 will be rolled out. DPHHS plans to complete Windows 10 move by the Windows 7 End of Life expiration date of January 1, 2020. Mr. Straughn noted users need to receive training. Larry Krause suggested Enterprise level training for users.

Action Item: SITSD Enterprise Support Bureau (ESB) will establish a workgroup to address Enterprise Level training.

Dustin Ostberg with Microsoft stated that the lifecycle of Microsoft Products and technology is moving towards Agile. This will result in a change in release cycles as a continual reoccurring upgrade path will be utilized to keep Microsoft Operating System (OS) fresh. This will allow organizations to experience smoother transitions. Mr. Ostberg recommended that organizations remain within the n-2 window to optimize compatibility and keep up with hardware refreshes.

Action Item: Mr. Ostberg will provide Jerry Marks with detailed information regarding these upgrades. Mr. Marks will distribute this information to the Enterprise.

Action Item: Enterprise Technology Services Bureau (ETSB) will create an informational document on MS Windows 10 Lifecycle.

Voice over Internet Protocol (VoIP) Preliminary Project Plan Review

Mr. Van Syckle updated the Council on the VoIP Project. Proof of concept (POC) will be completed by May 31, 2017. Fish, Wildlife, and Parks (FWP), DPHHS, Department of Natural Resources and Conservation (DNRC), Department of Revenue (DOR), and State Information Technology Services Division (SITSD) contributed to the POC 250 phone rollout. Network Technology Services Bureau (NTSB) will continue to test integration and develop lessons learned in May, 2017. Phase One of the VoIP project will entail deploying 6,000 phones to Helena. Initial rollout will involve the deployment of 4,500 phones to 20 buildings. This project plan will be posted by May 12, 2017. Phase Two of the project encompasses rolling out VoIP to buildings that may require network upgrades. Four-digit dialing will not be included in the transition. Chris Hope stated that upgrades will be made to some buildings to improve Quality of Service (QOS). NTSB will provide instructional videos for customers concerning new phone usage. Transition to Virtual LANs (VLAN) by floor will coincide with the VoIP rollout project. VLANs provide 9-1-1 First Responders specific floor location when they receive a call. Integration of Lync plug-in with Avaya phones will occur at this time. NTSB is meeting with agency phone coordinators to collect feedback and answer questions at a technical level. Mr. Krause suggested including agency's IT representatives regarding communications sent to phone coordinators.

Mr. Van Syckle noted replacing Service Desk phones requires a separate platform and is a separate project. This project is still in POC phase. NTSB is collecting feedback and lessons learned before the June, 2017 rollout.

Action Item: Network Technology Services Bureau (NTSB) will post project plan of 20 building to SITSD Service Catalog site.

Action Item: SITSD desktop group will provide information to agency Desktop Support Teams regarding deployment of Lync Plug-In.

Action Item: NTSB will include IT representatives in communications and meetings involving VoIP project rollout.

Action Item: Mr. Van Syckle will coordinate with Office of Public Instruction's (OPI) phone coordinator regarding the agency's phone tree needs.

Action Item: Mr. Van Syckle will review with Ms. Riley regarding bandwidth upgrade needs.

Action Item: NTSB will review signal length server hardcoded Internet Protocol (IP) Address for VoIP phones.

Action Item: Mr. Van Syckle will discuss the Call Center project at the June 7, 2017 ITMC meeting.

Action Item: CIO Support Staff will place Call Center Project Plan Review on June 7, 2017 ITMC agenda.

Standing Reports

Legislative Session Discussion

Lynne Pizzini provided a brief update regarding legislative session. The updates are located at

<https://sitsd.mt.gov/Governance/Boards-Councils/IT-Managers-Council>.

Mr. Baldwin mentioned House Bill 283 requires an annual update with the submission of a spreadsheet that contains a specified set of data. Mr. Baldwin is collecting input for recommendation for the governor.

Montana Information Security Advisory Council (MT-ISAC) Update

Joe Frohlich gave an update of MT-ISAC recent activities. The Identification and Authentication and Acceptable Use Rules of Behavior documents have been approved as Best Practices and can be found on the MT-ISAC website at <https://sitsd.mt.gov/Governance/Boards-Councils/MT-ISAC>. Mr. Frohlich noted amendments were made to the Identification and Authentication document to meet Internal Revenue Service (IRS) Publication 1075 requirements. The new minimum age for a password is 24 hours. Passwords for privileged accounts will require a minimum of 15 characters. The lock-out time-out is now 15 minutes after 6 failed login attempts.

Mr. Frohlich commented agency's Exchange Administrators have access to the Data Loss Prevention (DLP) incident reports. These reports will help identify individuals who would benefit from additional training regarding the appropriate way to securely send sensitive information. DLP cannot be activated per agency. Agency specific configuration changes will not occur at this time. Live testers from each agency are needed to review these reports for accuracy. DLP will go live July 1, 2017.

Mr. Frohlich reviewed the Department of Homeland Security (DHS) Cybersecurity evaluations. The C-IST entails a half day, onsite evaluation. C-IST is scheduled to take place the first week in August, 2017. Cyber Hygiene (CH) conducts penetration testing for public facing websites. CH evaluations are open to all agencies and can be scheduled two weeks in advance.

Agencies interested in participating in these evaluations should contact Mr. Frohlich at JFrohlich@mt.gov.

Best Practices workgroup has selected SentinelOne as the Enterprise Antivirus (AV) augmentation for the state. SentinelOne's technology is behavior-based threat detection. The AV technology compares suspicious malicious patterns against normal system patterns to determine if a threat exists. Proof of Concept (POC) will begin May 11, 2017. The initial POC entails installation of the console on a server. Once installed, SentinelOne will be pushed out to identified agency servers and workstations.

A specialist from Gartner recommended installation of SentinelOne on all servers within the environment. Agencies are encouraged to purchase SentinelOne for their IT departments.

The cost per license for one year is \$31.24. SentinelOne has proposed a 3-year agreement at a cost of \$62.50 per user.

Cheryl Grey: Is there a process for agencies to follow regarding the application of funds outside of their SITSD budget to purchase new SITSD offerings?

Tami Gunlock: Agencies seeking to apply funds from outside their SITSD Budget to purchase new offerings can complete a Budget Change document with Office of Budget Program Planning (OBPP) to move the appropriation into the restricted subclass. Agencies may then pay out of their subclass directly.

Legacy Systems / End of Life Planning

Mr. Fuller stated DB Best Technologies will provide a two-hour demonstration within the next two weeks. The purpose of the demo is to showcase their solution regarding forms into a java presentation. If you are interested in attending the demo, please contact Mr. Fuller at sfuller@mt.gov or Thomas Judge at tjudge@mt.gov. The workgroup participated in a demo from Northrop Grumman. The POC worked well and the workgroup will continue to research this option.

The workgroup is also exploring options regarding Rapid Application Development (RAD) demos. A POC demo will be scheduled with Salesforce.com. In addition, the workgroup will schedule a demo with Sockeye Business Solutions. For more information regarding these demos, please contact Mr. Fuller at sfuller@mt.gov.

Mr. Baldwin commented that IBM is maturing mainframe as service offering. SITSD will explore this option further as it would allow for transforming and reviewing applications. Mr. Baldwin noted that SITSD is also seeking alternative mainframe service options.

eGov

Mr. Baldwin will consult with individuals from Texas State Government, after the June Request for Proposal (RFP) release, regarding their approach to eGov. A Mr. Baldwin will facilitate communication between Texas government officials and the interested members of the ITMC to discuss options and solicit input on options for the State of Montana with eGov for the future. Individuals interesting in participating in these collaborative calls should contact Jennifer Schofield at JSchofield@mt.gov.

IT Convergence

Mr. Van Syckle commented the Department of Environmental Quality (DEQ) is completing their rollout. The Department of Revenue (DOR) and the Montana Department of Transportation (MDT) will be the next agencies to move forward with convergence. An update regarding MDT, DEQ, and DOR's progress will be provided at the June 7, 2017 ITMC meeting.

Mr. Fuller stated that DPHHS has completed configuration with the state Active Directory (AD). Production testing has begun and migration is scheduled to complete by September, 2017.

Enterprise Content Management (ECM) Workgroup Update

Elle Arredondo provided a brief update regarding the Enterprise Content Workgroup (ECM) The workgroup has selected Ms. Arredondo to serve as chair. Judy Kelly will serve as the workgroup's vice chair. The purpose of the workgroup is to collaborate in identifying and solving common problems agencies encounter throughout ECM implementation and installation. The workgroup plans to schedule demos and to engage in conversation regarding workflow ideas and solutions. The group hopes to share project timelines and rollouts to agencies. Ms. Arredondo will provide updates to ITMC.

Discussion

Member Forum

None

Public Comment

Audrey Hinman reminded the council that Tableau will conduct a demonstration in the Sanders auditorium on Thursday, May 4, 2017 from 2:00 PM to 4:00 PM.

Future Agenda Topics

None

Next Meeting

June 7, 2017

8:30 AM to 10:30 AM

DEQ, Room 111

Adjournment

The meeting adjourned at 10:01 AM.